



**NEW JERSEY DEPARTMENT OF TRANSPORTATION**  
**Amended Statewide Job Vacancy**

**POSTING #:** 21-00177

**TITLE:** Technical Support Specialist 2

**ISSUE DATE:** 10/22/2021

**TITLE CODE:** 53080

**CLOSING DATE:** 11/12/2021

**DIVISION:** Information Technology

**LOCATION:** Ewing

**UNIT SCOPE:** T533

**UNIT:** Information Technology Security & Services

**RANGE:** P22

**SALARY:** \$58,354.29-\$82,690.29

**POSITION:** Two (2)

**WORK WEEK:** 40

**JOB DESCRIPTION**

Under the general supervision of a supervisory official in a state department or agency, the primary job responsibilities of the candidate are to support IT operations and functionality at NJ Dept. of Transportation field office locations, throughout an assigned region of New Jersey. Other responsibilities include: answering IT Helpdesk calls, verify caller information, identify, document, troubleshoot and resolve IT - related issues, i.e. reset passwords and perform other related duties as required. Ability to learn new procedures accurately and follow oral and written instructions. Ability to learn and maintain essential logs in the call and incident tracking system, or ITSM tool. Ability to learn to use variable types of software used by the agency to assist callers with their problems or questions, to gather as much information about a problem or question before resolving or escalating the incident or problem to a supervisor. Working on computer related hardware, including but not limited to, desktops/laptops, docking stations, monitors. Must be able to work semi - independently and on a team with similarly skilled individuals to support a statewide enterprise Information Technology environment as a DOT IT Helpdesk Field Support representative.

**PREFERRED SKILLS**

- Experience Troubleshooting and Resolving Information Technology - related hardware and software issues
- Experience deploying packaged applications
- Experience with deploying OS images (Ghost Images)
- Experience using an enterprise Incident Tracking Management System (ITSM)
- Basic understanding of networking and TCP/IP
- Experience using Windows scripting languages, batch, PowerShell, Visual Basic(VB/VBS) structured query language (SQL), etc.
- Experience using and supporting users with Office 365
- Have and Maintain Valid Driver's License

**EDUCATION**

Graduation from an accredited college or university with an Associate's degree in Data Processing.

**EXPERIENCE**

Two (2) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi - program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or 5) Help Desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages.

**NOTE:** A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

**NOTE:** A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.

**Special Note Regarding Substituting Experience for Education:**

Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi - programming or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year - for - year basis.

**NOTE:** Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all other factors involved, and make a determination.

**OPEN TO THE FOLLOWING**

Employees must be serving in a permanent capacity for an aggregate of at least one (1) year in any competitive title immediately preceding the posting date and meet the requirements stated above to be eligible for appointment.

For voluntary reassignment eligibility, employees must be serving permanently in the title of Technical Support Specialist 2 preceding the posting date.

Any appointments made from postings which involve movement between divisions, may result in a forfeiture of rights to any promotional list in the former unit.

**Residency:** All persons newly hired on or after September 1, 2011 have one year from the date of employment to establish, and then maintain principle residence in the State of New Jersey subject to the provisions of N.J.S.A. (L.2011, Chapter 70), also known as the "New Jersey First Act."

**INTERVIEWS WILL BE GRANTED ON THE BASIS OF THE RESUME.****AMENDED**

EXTENDED THE CLOSING DATE.

IF YOU PREVIOUSLY RESPONDED TO THIS JOB POSTING, YOU DO NOT NEED TO RESPOND AGAIN.

**Please Submit the following documents (indicating the Posting number):**

Resume, Letter of Interest

Forward Responses To:  
Dorkas Severe, Personnel Coordinator  
Department of Transportation  
1035 Parkway Ave. F&A Bldg. 2nd Floor  
Trenton, NJ 08625  
[Dorkas.Severe@dot.nj.gov](mailto:Dorkas.Severe@dot.nj.gov)

**NEW JERSEY DEPARTMENT OF TRANSPORTATION  
IS AN EQUAL OPPORTUNITY EMPLOYER**